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9 November 2016

To: Ms K Burrell, Non-Executive Director
Dr M Davis, Non-Executive Director
Mr G Molyneux, Non-Executive Director
Ms M Whyham, Non-Executive Director
Mr E Jackson, Non-Executive Director

The above Directors are requested to attend the:

HEALTHWATCH BOARD MEETING

Monday, 14 November 2016 at 3.00 pm
at Committee Room B, Town Hall, Blackpool FY1 1GB

A G E N D A

1 DECLARATIONS OF INTEREST

Board Members are asked to declare any interests in the items under consideration and in doing so state the nature and extent of the interest.

If any Board member requires advice on declarations of interests, they are advised to contact the Company Secretary in advance of the meeting.

2 MINUTES OF THE LAST MEETING HELD ON 15 SEPTEMBER 2016 (Pages 1 - 8)

To agree the minutes of the last meeting held on 15 September 2016 as a true and correct record.

3 MATTERS ARISING

4 WITHDRAWAL OF EMPOWERMENT

To receive an update from the Chairman.

Report to be circulated separately.

5 RESIGNATION OF CHAIRMAN

To note that from 30 November 2016 the current Chairman, Mrs Mary Whyham has submitted her resignation due to her taking up a Non-Executive Director position with Blackpool Teaching Hospitals Trust. The articles of association provide for a recruitment panel to put forward a Chairman for the Board. However, as a provisional measure as the last item of this agenda the Board will be asked to appoint an interim Chairman.

6 OPERATIONAL LEADS' REPORT

(Pages 9 - 12)

7 FEEDBACK FROM VARIOUS GROUPS

To receive verbal updates from the appointees on the Health and Wellbeing Board, Blackpool Clinical Commissioning Group (CCG) Governing Body and the Primary Care Commissioning Committee and other bodies.

8 UPDATE ON THE SUSTAINABILITY AND TRANSFORMATION PLAN (STP)

To receive a verbal update from the Chairman.

9 FINANCE REPORT

To receive an update on the current financial position.

10 APPOINTMENT OF INTERIM CHAIRMAN

Healthwatch Blackpool

Registered Office:
Empowerment offices
333 Bispham Road
Blackpool, FY2 0HH.

Company Number: 8584258

**MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF
HEALTHWATCH BLACKPOOL
HELD AT THE EMPOWERMENT OFFICE, BISPHAM ROAD, BLACKPOOL
ON THURSDAY 15 SEPTEMBER 2016 AT 3.00PM**

Present: Ms K Burrell, Non-Executive Director
Mr E Jackson, Non-Executive Director
Mr G Molyneux, Non-Executive Director
Ms M Whyham, Non-Executive Director (Chairman)

In attendance: Mr S Garner, Healthwatch Blackpool Manager, Empowerment
Mr M Towers, Company Secretary (Co Sec)
Miss Y Burnett, Company Secretary Support.

		Action
1.	<p>Apologies and Introductions</p> <p>Apologies on behalf of Dr M Davis, Non-Executive Director and Ms M Smith, Chief Executive, Empowerment were submitted.</p>	
2.	<p>Declarations of Interest</p> <p>None.</p>	
3.	<p>Minutes of the Last Board Meeting held on 12 July 2016</p> <p>The Board agreed: To approve the minutes of the Board meeting held on 12 July 2016 as a correct record.</p>	
4.	<p>Matters Arising from the Minutes of the Last Meeting</p> <p>i. <u>Articles of Association (Public Meetings)</u> – The Chairman advised the Board that an alternative meeting venue had been sought for the meeting, but it had not been possible to secure the booking prior to notification of the meeting.</p> <p>It was reported that no meeting dates had been agreed after the November meeting and it was suggested that Mr Garner and the Company Secretary would identify potential meeting dates and alternative venues to include the City Learning Centre, Dinmore Avenue and the Beaverbrooks House (Carers Centre), Newton Drive.</p> <p>ii. <u>Any Other Business (Board Membership)</u> – The Board was advised that unfortunately due to existing work commitments the expression of interest had been withdrawn. It was agreed that an additional Director was still required and ideally someone with a legal background.</p>	SG/ Co Sec

		Action
	<p>Mr Towers suggested approaching the Blackpool Business Leaders Group, which included representatives from local Legal Companies and Mrs Whyham advised that she knew of two potential candidates and would seek their interest.</p>	MW/ Co Sec
iii.	<p><u>Feedback from Various Bodies (Health and Wellbeing Board Strategy)</u> – It was reported that the comments from Healthwatch Blackpool, particularly around the referral/ access process between Child and Adolescent Mental Health Services and Adult Mental Health Services, had been submitted to the Health and Wellbeing Board at their meeting on 20 July. The Chairman advised that whilst the concerns of Healthwatch were acknowledged and minuted, the Health and Wellbeing Board felt that the strategy gave sufficient weight to the issue in the outcomes and overall in its implementation plan.</p>	
iv.	<p><u>Young Healthwatch</u> – It was noted that Mr Paul Jebb (NHS England Patient Experience Lead) would be invited to attend the November Board meeting.</p>	Co Sec
	<p>Mr Garner advised the Board that the role of the young person had been redrafted and engagement with local colleges was due to commence at the end of September. He added that prior to this he would contact the Children’s Experience Officer at Victoria’s Voice for assistance.</p>	SG
v.	<p><u>Business Plan 2016/ 2017 (Financial Overview)</u> – Mr Garner reported that the development of a meaningful financial overview, for inclusion in the Business Plan, was ongoing with support from Ms Smith.</p>	SG/ MS
vi.	<p><u>Finance Report</u> – The Chairman sought clarity on the available funding for Healthwatch Blackpool, as it had previously been confirmed that £68,000 had been ring fenced.</p>	
	<p>Mrs Whyham reported that she had spoken with the Council’s Integrated Commissioning Manager and reported that the basic budget, as part of the contract with Empowerment was £58,000, in addition, an underspend from 2015/ 2016 had been apportioned over the three-year contract with an additional £5,000 for the first year and £8,000 for the subsequent two years. A further £2,000 had been allocated from Blackpool Council in relation to expenses claims over the contract, amounting to £68,000 for 2016/ 2017 and 2017/ 2018.</p>	
	<p>It was noted that whilst the money was not legally ring fenced, the Council had a moral obligation to spend it on Healthwatch activities.</p>	

		Action
4a.	<p>Decisions Between Meetings</p> <p>A discussion around how decisions between meetings should be handled was had and concerns regarding risk management, particularly around protecting Healthwatch Blackpool's reputation should the content/ accuracy of a report be challenged were noted. The Board was advised that the report writing process had been reviewed and would be discussed further under Item 9 (Process and Quality Assurance).</p> <p>The Chairman reminded the Board that two reports remained outstanding, ARC (Assessment and Rehabilitation Centre) and Mental Health Listening Event and asked Directors to provide Mr Garner with feedback by Monday 19 September.</p>	All
5.	<p>Performance Indicators and the Role of the Commissioning Team</p> <p>It was reported that Miss Jo Humphries, Integrated Commissioning Manager had been due to attend the meeting, but had been unavoidably detained. However, details of the Key Performance Indicators (KPI's) mapped against the high-level outcomes were circulated for Directors consideration.</p> <p>It was reported that the Key Performance Indicators had been agreed in August 2016 following a meeting with Miss Humphries, Mr Patrick O'Connor (Contracts and Commissioning Support Officer, Blackpool Council), the Chairman and Mr Garner.</p> <p>Mr Garner explained that the essence of the KPI's was that they were evidence based and were aimed to demonstrate that the activities of Healthwatch Blackpool produced tangible improvements to services. He added that strategic improvements to services would be more difficult to measure.</p> <p>It was considered that future areas for review should be steered by public feedback/ influence and not the Commissioning Team/ Council, but Mr Garner reported that Healthwatch Blackpool had agreed to undertake a Carers Review at the Council's request.</p> <p>The Chairman pointed out that overall the KPI's aligned to the Business Plan and were achievable. Mr Garner added that KPI's 2 (Evidence Based Work plan) and 4 (Public Awareness of Healthwatch) were particularly important.</p> <p>The Board was of the opinion that the timescale for agreeing the KPI's was unacceptable and it was hoped that next year an earlier and meaningful discussion could be had. It was felt that the number of KPI's was excessive and should be weighted in order of priority, due to limited resources and measurable targets included to enable the level of success to be determined.</p>	

		Action
6.	<p>Mr Garner, with the support of Mr Molyneux agreed to look at prioritising the KPI's for the Boards consideration at its next meeting.</p> <p>Operational Leads' Report</p> <p>Mr Steven Garner, Healthwatch Blackpool Manager presented his report to the Board, which included information about a number of reviews and consultations that had been undertaken. He confirmed that all fourteen Care Homes had been visited and the reports were being prepared, but the initial thematic finding from residents included:</p> <ul style="list-style-type: none"> • Overall positive experiences including safety and care • Positive views of staff ability and compassion, some occasional poor individual staff findings. • Frequent poor food choice and varying quality • Where access to the community was granted, this was gratefully received however it was not generally on resident's terms <p>With regard to the Eliminating Mix Sex Accommodation (EMSA) review, Mr Garner advised the Board that this review had been undertaken as part of last years work plan, but had been misplaced by the NHS due to sickness and Healthwatch Blackpool had been asked to redo the review.</p> <p>The Board was advised that the Carers Consultation being undertaken by Healthwatch Blackpool, Blackpool Council and the CCG had received 120 responses to date, of which only 24 were from young people. Mr Garner reported that a Young Persons event was being hosted at Beaverbrooks House (Carers Centre) on Friday 23 September to generate more responses.</p> <p>Mr Garner reported that following on from the Priorities Review undertaken on behalf of Blackpool Victoria Hospital he had met with the Interim Chief Executive, Wendy Swift to discuss a potential review of the Outpatients redesign during September/ October. A meeting was also scheduled with Mr Andrew Heath, Patient Experience Lead to discuss the issues. In response to a question, Mr Garner confirmed that there was a good core group of volunteers to undertake the review.</p> <p>The Board was advised that Healthwatch Blackpool was involved in a collaborative public consultation as part of the Sustainability and Transformation Plan to consider how to transform and sustain services in the future because of the changes to Health and Social Care whilst providing a more efficient and effective service for patients. The Chairman acknowledged the benefit of Healthwatch Blackpool's involvement, but was concerned about its limited resources. She added that South Cumbria employed part time engagement officers and both Lancashire and Blackburn with Darwen Healthwatch had more experience in this type of work.</p>	SG/ GM

	Action
<p>Mr Garner reported that two further pieces of collaborative work were being considered with Lancashire and Blackburn with Darwen Healthwatch, the Lancashire Public Health Commissioning Team (Public Screening) and Lancashire Pharmaceutical Committee (dispensing health equality) and would provide updates at a future meeting.</p> <p>The Board was advised that a request had been received from a publically funded Care Home to undertake a review following a 2014 review and a change in management. This was a potential income generator and a quotation of £300 had been submitted to the Care Home, allowing for approximately 12 hours of work. The Board agreed to await a response from the Care Home, but would proceed with caution as Healthwatch Lancashire avoided this type of review as it was felt the Organisation could be seem to promoting a particular service provider.</p> <p>Mr Garner reported that an agreement, in principle, had been made with the commissioners that Healthwatch Blackpool could undertake additional paid work outside of the Council funding, but within the core hours in order to develop sustainability opportunities.</p> <p>It was reported that following a restructure at Empowerment a Business Apprentice (37.5hrs per week) to undertake administrative duties and a part-time Operations Lead worker (on a three-month secondment) from Blackpool Carers had been appointed to support Mr Garner and Mr Robinson (Information Officer).</p> <p>The Board was advised that a meeting to discuss a Memorandum of Understanding (MoU) with Healthwatch Lancashire and Blackburn with Darwen had been held. The draft MoU and operational guide was included in the agenda for consideration and set out a basic principle of representation and lead organisation role and functions, allowing for better, clearer practice.</p> <p>The Board agreed:</p> <ol style="list-style-type: none"> 1. That the Chairman sign the Memorandum of Understanding on behalf of Healthwatch Blackpool. 2. To note the Operational Leads' report. <p>6. Feedback from Various Bodies</p> <p>The Board was advised that Dr Davis had attended the recent meeting of the Primary Care Commissioning Committee, but there were no specific points of interest. Due to a prior commitment, Mr Molyneux had been unable to attend the Blackpool Clinical Commissioning Group (CCG) Governing Body meeting on 6 September.</p>	<p style="text-align: center;">SG</p>

		Action
	<p>The Board was informed that the Blackpool Clinical Commissioning Group (CCG) and the Blackpool Teaching Hospital Trust, which covered the Fylde Coast, was hosting, for the first time, a joint Annual General Meeting on Thursday 29 September at Lowther Pavilion between 4.00pm and 5.00pm. The Chairman reported that Healthwatch Blackpool would be providing an information stall to recruit new volunteers. She added that representatives would be wearing Healthwatch Blackpool branded clothing.</p> <p>The Chairman reported that she and Mr Jackson had attended the Health and Wellbeing Board meeting on 7 September, the key points of discussion were:</p> <ul style="list-style-type: none"> • Strategic Commissioning Group update – including the tender for Drug and Alcohol treatment • Better Care Fund – assurance given that performance monitoring was being undertaken and agreed to add to the forward plan. • Health Protection Forum Update • Sam Nicol, Healthier Lancashire Programme Director, provided an update on the Sustainability and Transformation programme - noting the change to the deadline date for submissions as 20 October. • Presentation from Dr Simon Jenner regarding the move from Special Education Needs (SEN) statements and Education Health and Care Plans <p>The Board agreed: To note the updates.</p>	
<p>8.</p> <p>Finance Report</p> <p>9.</p> <p>Additional Revenue</p>	<p>The Board noted the finance report and it was reported that the Company's Auditor, Paul Clegg and Company had reviewed the accounts and made the necessary adjustments for the 2015/ 2016 financial year and a negligible surplus was expected for the year-end.</p> <p>As previously advised the operational costs had been higher than usual due to the associated cost of attending the Healthwatch Annual Conference, but it was confirmed that this had been built into the 2017/ 2018 finances.</p> <p>It was suggested that the finance report should include budgetary figures alongside actual expenditure so areas of overspend could be highlighted and support from Ms Smith should be sought to achieve this.</p> <p>The Board agreed: To note the report.</p> <p>The Board considered the report to identify additional sources of revenue outside of core Local Authority funding and discussed the options, going forward to ensure Healthwatch Blackpool was sustainable.</p>	<p>SG/ MS</p>

		Action
<p>10.</p>	<p>The practices of other Healthwatch organisations were discussed and it was asked what the preferred model would be for Healthwatch Blackpool. Mr Towers reported that traditionally the Company Limited by Guarantee was the preferred model, however a move to a Charitable Incorporated Organisation (CIO) or other charitable status could allow Healthwatch Blackpool to bid for a wider range of projects in relation to health or social care information and advice, or other consulting pieces of work felt appropriate.</p> <p>The Board noted that Healthwatch Milton Keynes was becoming an independent Charitable Incorporated Organisation (CIO) and had been guided by the Healthwatch England (HWE). It was also reported that Lancashire Healthwatch was becoming a Company by Guarantee and guidance should be sought from both Organisations.</p> <p>The Board agreed:</p> <ol style="list-style-type: none"> 1. To hold a meeting prior to the next Healthwatch Board to discuss sustainability options. 2. To invite and Ms Julie Turner, Development Manager, Healthwatch England to facilitate discussions and Mrs Gemma Duxbury, Senior Solicitor, Blackpool Council to provide legal guidance. <p>Process and Quality Assurance</p> <p>It was reported that following concerns regarding the process and quality of reports and in light of the additional resources available from Empowerment Charity and Blackpool Carers the report writing process had been reviewed and was presented to the Board for consideration.</p> <p>Mr Garner added that the information collected as part of the reviews was stored on a secure database and reports were reflective of the information obtained, therefore evidence based.</p> <p>It was noted that a number of additional stages had been included in the process namely the involvement of the Performance and Administration Officer for general critique, layout, spelling and fact checking etc. and a discussion with the Operations Lead Worker to highlight and risk assess any potential issues arising negative feedback, press attention, criticism, legal action etc.</p> <p>The Board discussed the proposal to extend Healthwatch Blackpool's reach by consulting with the wider community on its findings, instead of the traditional method of only consulting service users. Whilst the value of this approach was appreciated, it was felt that due to the limited resources it could not be supported and may not be relevant for all reviews.</p>	<p>SG/ Co Sec</p>

	<p>The Board agreed:</p> <ol style="list-style-type: none"> 1. To adopt the Process and Quality Assurance procedure. 2. That Mr Jackson would assist with the reporting process by proof reading the reports prior to either (i) submission to the Board for approval or (ii) circulation to Directors for comments between meetings prior to sign off by the Chairman. 	
11.	<p>Any other Business</p> <p>None.</p>	
12.	<p>Dates of Future Board Meetings</p> <p>The Board agreed: To note the dates of the next meeting as Tuesday 15 November 2016</p>	

The meeting ended at 4.50pm

Signed by the Chairman

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Mrs M Whyham, 14 November 2016

Report to:	HEALTHWATCH BLACKPOOL
Relevant Officer:	Steven Garner, Healthwatch Blackpool Manager
Date of Meeting	14 November 2016

OPERATIONAL LEADS' REPORT

1.0 Social Media and Website Engagement for September – October 2016:

1.1 Facebook

Following paid advertising, the graph below demonstrates that average reach has settled at a higher rate of around 176 people per post, with spikes of popular posts reaching over 400 and occasionally 4,000 people. Popular posts tend to include positive news including GP surgeries being nominated for national awards, and occasional job advertisements.



1.2 Website

The Graph below shows fewer visits to the website over this period in comparison with months including paid advertisements, but average visitor numbers are maintained.



1.3 Twitter

The figures below demonstrate a consistent rise in engagement and followers.

September 2016 Summary:

Tweets: 22
Tweet impressions: 9,403

Profile visits: 639
Mentions: 24
New followers: 21

October 2016 Summary:

Tweets: 23
Tweet impressions: 11.900
Profile visits: 526
Mentions: 7
New followers: 30

Current total of followers: 1,425 (increase of 51)

2.0 Service Reviews

2.1 Care Home Reviews

A total of 15 care home reviews have been written up and are currently going through new quality assurance measures before being passed by the Board. The Care home reports are due imminently to be passed by the Board before publication. A report of overall care with data from all 24 care homes visited in the past year will be delayed due to additional timescales on other projects.

Following meeting with Chairmen and the Chief Executive at Blackpool Victoria Hospital and with patient engagement/ nursing leads, we have surveyed 50 patients in the hospital cardiac centre, in terms of appointments, communication and waiting times.

A delayed review of the newly redesigned Outpatients waiting areas took place on 11 November.

A public survey is also being promoted on social media and amongst the Healthwatch Blackpool membership for those who have used the hospital Outpatients services.

2.2 Adult Mental Health (November / December)

Meetings are due to be held with community based adult mental health service providers (Richmond Fellowship, Blackpool Teaching Hospitals Outreach services, and Lancashire Care Foundation Trust leads) to inform a service review over December.

2.3 GPs (January/February)

Healthwatch Blackpool is meeting with Patient Participation Groups and with practice managers to discuss what work would be done within GP surgeries to tackle appointments and waiting times (key themes listed in the Workplan priorities report).

3.0 Consultations

3.1 Carers Consultation

The Blackpool Carers Report has been circulated and passed by the Board. It has been sent to Commissioners of Carers services and made publicly available. It has

been included in the most recent Healthwatch Blackpool Newsletter.

The results show that most carers provide unpaid support for immediate family with long term conditions. Social life is impacted most negatively by caring roles, while the most positive impact of caring on overall wellbeing was in emotional health. A majority of carers were unemployed or retired, but 76% of carers who were employed did not receive support at work for their caring role. Carers would like information and advice as soon as they are recognised as carers, with training in managing conditions and joined up services supporting both the carer and the cared for.

3.2 Pharmacy Consultation

Healthwatch Lancashire, Blackpool and Blackburn with Darwen are undertaking a joint pilot piece of engagement work, taking surveys to pharmacies. This has been arranged with the CEO of Community Pharmacies Lancashire. There are around 230 community pharmacies in Lancashire and 44 in Blackpool. Discussions are being held around appropriate pilot scale and proportional sampling of pharmacies (supermarket based, those providing additional screening etc.)

3.3 Cervical Screening and Immunisation

Healthwatch Blackpool will receive £2,319.50 in funding to undertake three focus groups in Kirkham Prison, Lancashire Women's Centre and with a local Travelling group. This is expected to take place over December.

4.0 Additional Revenue

In addition to the £2,319.50 funded consultation in December, Healthwatch Blackpool, Lancashire, Darwen with Blackburn and South Cumbria has applied for funded work to revise and consult on the public facing Sustainability and Transformation Plan (STP) document. The total funding requested is £20,000.

5.0 Staffing

A restructure at Empowerment has led to Healthwatch gaining an apprentice for 37.5 hours per week, to undertake many of the Information Officer and administrative duties.

A three month secondment of a part-time services manager from Blackpool Carers means that more oversight, performance management and development can be provided to the Healthwatch team.

6.0 Key Performance Indicators (KPIs)

The KPIs for quarters one and two have been submitted to Healthwatch Blackpool Commissioners for discussion in mid-November. The Board is invited to discuss and prioritise the Indicators, which will be sent to the Board under separate cover prior to the meeting.

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